

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 31st MARCH 2016

Present

Roger Ellis, Ann Myatt, Wendy Edwards, Margaret Stevens, Eunice Ward, Diane Lucking, Leanne Thomasson, John Brown, Andy Burns, Jan Gregson, Hazel Thomasson, Clare Taylor, Ann Sowman, Dr Morgan, Jeanette Poole, Sue Cawrey.

Apologies

Ann Walsh, Jackie Telford.

Welcome

Roger welcomed everyone to the meeting, giving a special welcome to Sue Cawrey from Hinckley & Bosworth Carers Health and Wellbeing. Sue proceeded to give a talk on how carers were supported and the advice they were given. Sue asked if it was possible to have a dedicated notice board in the surgery, unfortunately Jeanette stated that wall room is scarce however if Sue had anything to display if she liaised with either Ruth the reception supervisor or any member of the PPG then we could arrange to display this, explaining that we do have campaign weeks and rotate what is displayed. Sue showed everyone posters and leaflets which would be available to display, the leaflets could be put in the carer's wallet in the surgery. Sue is looking for surgeries to hold carers surgery once a month where GP's would refer patient to, unfortunately Heath Lane Surgery has no spare rooms. PPG members suggested other venues that may be willing to host. Discussions ensued on how to manage appointment bookings and lists for such clinics, Dr Morgan & Jeanette asked for a proposal on how the surgery could help implement the scheme. There is a carer's event at Leicestershire County Hall on 8th April, Carers Week is 6th – 12th June suggestions of combining this with the PPG awareness week. Hazel suggested it could be put up on the matrix board, it was also suggested it could go on the web site.

Notes from last meeting

All had received a copy of the minutes.

Practice Update

Hinckley & Bosworth Medical Alliance. Hazel attended a meeting on 3rd March one member of the board has resigned and a temporary member has been appointed – Dr James Ogle from Ratby Surgery. Financing of some of the projects has become a problematic. Hazel gave a short description of other plans that the federation were hoping to implement. Hazel has offered as a PPG representative to help at some of the up and coming events the federation are looking at implementing.

Staffing Creana's last day will be Tuesday 5th April. Amarjyot & Yasmin, trainee doctors starting at the surgery on the 8th April. Sally, Christine, Alison, Angie have started in reception, Pauline Brown in administration and Rebecca is joining the nursing team.

Flu Season uptake, the report has been sent out to all PPG members. Brief discussion on improving uptake, however it was thought that the surgery had done all it could, no new suggestions came forth.

Dialysis room Update given by Clare on the progress of the new pilot for community dialysis. Clare said that it is hoped the first dialysis patient will start using the newly converted room in April after a few technical requirements have finished. Andy gave Jeanette a leaflet and asked if the link could be put on the website, Jeanette also suggested displaying in the dialysis room. Earl Shilton in Bloom has done a great job in designing and finishing the dialysis garden, which will also be part of Great Britain in Bloom. They are also going to add a garden feature in front of the pharmacy.

New Telephone System Jeanette gave an update on the new telephone system stating there has been an increase in two lines into the practice. There had been a few teething problems as with anything new, such as when the clocks changed the internal settings hadn't been set correctly. However she felt that patients should start to see an improvement. There are six receptionists answering the phones in a morning. Clare asked if the patient numbers had increased, Jeanette stated that were approximately 14,300 patients were registered with the practice.

Detailed Coded Records is a contractual requirement giving patients their own on line access to a summary of your records. Dr Morgan expressed his concerns over patients interpreting for example results and feels it will increase workload for GP's. Patients will have to register for this service with the practice, the same as they had to for online repeats and appointments. The new service has been activated but because the Surgery is moving over to a new system we are not encouraging patients to register until after the move, which will be the end of June.

Car Parking Spaces a patient has complained on how narrow the spaces are in the car park, the extra land the surgery is hoping to acquire is still at the proposal stage with the agent.

Practice Newsletter Leanne has done a draft newsletter, this was circulated and all agreed she had done an excellent job. Leanne asked what else was needed; Clare said she was happy to write some bits for Leanne to include in the content. Discussions followed on how often the newsletter would be produced, suggestions of quarterly. Jeanette will speak to Ann re budgets for production. Roger suggested that Leanne arranges a meeting with Ann & Jeanette to sort out all the details including standard contents and a pre meeting before the newsletter is published.

PPG Awareness Week collection of materials, Roger or Clare will collect the materials that are needed for PPG awareness Week that starts 6th June, the venue has yet to be decided, the new leisure centre has been proposed, this has not been finalised yet.

New Representatives on PPG GP's and the Practice nurses have identified two young patients who may be interested in joining the PPG, Ann has written to them and is awaiting a response.

Migration to SystemOne Jeanette asked if the PPG would be interested in promoting the message about the system change which is going live in June. This will be discussed at the next PPG meeting in May, Ann will brief members.

Patient Survey this has been e mailed to all PPG members.

A O B

Jan Gregson asked if anyone had heard anything re the closure of Hinckley Hospital, a few responded.

Wendy Edwards asked a question re prescriptions and the chemist. Clare asked Jeanette how the system should work, Jeanette responded that there are various ways. A short debate followed on the pharmacies.

Diane Lucking commented on how much better the reception service has become.

Dates of meetings for 2016.

Thursday 26th May @7pm,

Thursday 28th July @ 7pm AGM.